

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3229
ANSWERED ON:23.03.2005
GUIDELINES FOR EFFECTIVE TELECOM SERVICES
Athawale Shri Ramdas

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government had issued guidelines in June 1996 directing that transfer of local telephone connections within the same exchange be effected within 7 days, Exchange to Exchange transfer within 15 days and State to State transfer within 1 month and out of order telephones be corrected within 48 hours;
- (b) if so, the number of such complaints received from June 1996 till date separately by different telecommunication/MTNL officers wherein complaints were not attended as per the said guidelines, State-wise, particularly in Delhi; and
- (c) the steps taken by the Union Government for ensuring strict compliance of the said guidelines and to make them more effective?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) to (c) The information is being collected and will be laid on the Table of the House.